



SOCIAL SERVICES CIVIL RIGHTS COMPLAINT RESOLUTION PROTOCOL

1. **Complaint Framework** - In keeping with OCR guidelines, each county human service agency should develop a manageable procedure for resolving service delivery discrimination complaints. The agency should also provide written notice of this procedure to staff, applicants, clients and the general public. Also in keeping with OCR guidelines, each county human service agency should notify the Department of Human Services in writing of all service delivery discrimination complaints filed against the agency.

2. **Resolution Protocol** - CCSS will refer all civil rights complaints to the State Department of Human Services, Civil Rights Coordinator.

*If a person believes they have been discriminated against because of the person's race, color, national origin, sex, religion, age, political beliefs or disability, while applying for or receiving human services, the person may file a complaint. The person may file a complaint directly with the Department of Human Services (DHS).

DHS Civil Rights Coordinator
Minnesota Department of Human Services
Office of Equal Opportunity
P O Box 64997
St. Paul MN 55164-0997
651-431-3040 (Voice)
651-431-7444 (Fax)
651-431-3041 (TTY/TDD)

*The person must file the complaint within 1 year of the alleged discrimination. DHS may extend the one year period if the person can show good cause for not filing sooner.

*The person must file a written complaint.

*Once the person has filed the complaint, the institution or agency named in the complaint cannot retaliate against the person or any person who provides information about the complaint. If the person experiences retaliation because they filed a discrimination complaint or provided information about a complaint, the person should immediately notify the DHS Civil Rights Coordinator and report what happened.

*It is important to add that complainants also know where to file civil rights complaints on the State and Federal level if they do not want to file a complaint with DHS or CCSS. The Enforcement Agencies are: Minnesota Department of Human Rights; U.S. Department of Health and Human Services Office for Civil Rights; and U.S. Department of Agriculture for the Food Stamp Program.

Minnesota Department of Human Rights 190 E. Fifth Street St. Paul, MN 55101 (800) 657-3704 (Voice) (651) 296-1283 (TTY/TDD)	Office for Civil Rights U.S. Department of Health and Human Services Region V 233 N. Michigan Avenue Suite 240 Chicago, IL 60601 (312) 886-2359 (Voice) (312) 353-5693 (TTY/TDD)	U.S. Department of Agriculture (USDA) Director, Office of Civil Rights Room 326-W, Whitten Building 1400 Independence Avenue SW Washington, D.C. 20250-9410 (202) 720-5964 (Voice and TTY/TDD)
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Limited English Proficiency Component

I. **Complaint Resolution Protocol** - Any adverse action taken by CCSS with which an applicant or recipient disagrees is subject to complaint. CCSS will attempt to resolve any dispute locally. In the absence of local resolution, the person making the complaint will be informed in a language understandable to the grievant, of the process to follow in making a complaint to DHS or the Office of Civil Rights. The complaint procedure will conform in all respects to the CCSS procedure included in the **Civil Rights Compliance Plan**. Appropriate use of interpreter services with community providers or Language Line Services to facilitate the dispute resolution process will take place. All such complaints can be made to any of the parties listed in the Complaint Resolution Protocol.